



WHYALLA CITY COUNCIL

| Kerbside Collection Policy | |
|-----------------------------------|---|
| Type | Controlled |
| GDS Category | Environmental Management |
| Responsible Officer | Director Infrastructure |
| Policy Adopted | August 2022 |
| Review Period | Council will review this policy every 5 years |
| Issued | September 2015 |
| Last Reviewed | July 2022 |
| Next Review Date | March 2027 |
| Policy Version Number | Version 2 |
| Applicable Legislation | <ul style="list-style-type: none"> • <i>Local Government Act 1999</i> • <i>Environment Protection Act 1993 South Australian</i> • <i>Public Health Act 2011</i> • <i>Council By-Law 3 Roads</i> |
| Related Documents | Kerbside collection service application |
| Public Consultation Required | Nil |
| Purpose | To define the level of service provision for waste collection services offered by Council. |

1. Introduction

All persons are required to lawfully dispose of waste.

This policy has been established to outline the scope, operating procedures and charges for waste collection services provided to Service Eligible Properties and Residential Properties in a Special Collection Area by the Council.

2. Policy Statement

Council will provide waste collection services to all Service Eligible Properties and in Special Collection Areas in accordance with this policy.

For properties in the Council area not eligible for waste collection services under this policy, the Council will advise owners or occupiers on other potential means available to ensure all waste is being disposed of in a lawful and environmentally responsible manner.

3. Definitions

| Terms | Definition |
|------------------------------------|--|
| Council | The Corporation of the City of Whyalla. |
| Designated Collection Area | is the area in which Kerbside Collection Services are provided by the Council as shown in Appendix 1 . |
| Green Bin | 240L mobile bin for Organic Waste. |
| Kerbside Collection Service | A waste collection service described in section 3.3 of this policy. |
| Local Government Act | <i>Local Government Act 1999 (SA)</i> . |
| Mobile Bin | a Red Bin, Yellow Bin or Green Bin. |
| Municipal Solid Waste | is the residual fraction of the waste stream originating from the relevant Service Eligible Properties remaining after the removal of the more easily recyclable materials including Recyclable Waste and Organic Waste, includes refuse and rubbish but excludes building or construction wastes, liquid wastes, prescribed wastes, sewage, hazardous wastes and car parts. |
| Organic Waste | waste listed in Appendix 4. |
| Recyclable Waste | waste listed in Appendix 3. |
| Red Bin | 140L mobile bin for Municipal Solid Waste. |
| Residential Property | a property in which the occupier resides |
| Service Eligible Property | a rateable Residential Property, Small Business, school, pre-school, kindergarten, property occupied by a community group or not-for-profit entity, a Council-owned property, retirement village or multi-unit dwelling within the Designated Collection Area. |
| Small Business | a non-manufacturing business. |
| Special Collection Area | an area outside of the Designated Collection Area designated by the Council as a 'Special Collection Area' including Backy Bay, Point Douglas, Cowleds Landing, Point Lowly, Murninne, False Bay and Fitzgerald Bay. |
| Yellow Bin | 240L mobile bin for Recyclable Waste. |

3.1.

Council Kerbside Collection Services

All Service Eligible Properties are eligible to receive waste collection services provided by the Council as described in this section 3, subject to this policy.

3.1.1. Residential

Each Residential Service Eligible Property is eligible receive:

- a. a weekly Red Bin Kerbside Collection Service;
- b. a fortnightly Yellow Bin Kerbside Collection Service;
- c. a fortnightly Green Bin Kerbside Collection Service;
- d. provision of a Red Bin, a Yellow Bin and a Green Bin; and
- e. an annual kerbside waste collection calendar.

3.1.2. Small Business

Each Small Business Service Eligible Property is eligible to receive:

- a. One Weekly 140L Red bin collection service
- b. One Fortnightly 240L Yellow bin collection service
- c. One Fortnightly 240L Green bin collection service
- d. Provision of One 140L Red bin, one 240L Yellow bin and one 240L Green bin
- e. An annual collection calendar.

The Red Bin, Yellow Bin and Green Bin Kerbside Collection Services are for the purpose of collecting similar types and volumes of waste from Small Business premises as are produced by Residential premises. The Council is not responsible for the collection of business, industrial or commercial waste from any business or premises in the Council area.

3.1.3. Council-owned properties

Council leased properties are entitled to a Red Bin, Yellow Bin and Green Bin Kerbside Collection Services and the occupant is required to pay the service charge, unless otherwise specified in a lease, licence, management agreement or any other contract with council.

3.1.4. Schools

Waste collection services and the provision of Mobile Bins for schools are the responsibility of the Department for Education (for public schools) or the school itself (for private schools). The Council will only provide Mobile Bins and collection services for schools as described below.

- Schools will be issued with Yellow Bins based on the number of students at the school (maximum of 1 Yellow Bin per 50 students) to encourage recycling and promote waste minimisation. Waste in the Yellow Bins will be collected from the kerbside adjacent to the school each fortnight.
- Schools will be provided with one Red Bin per rateable property. Waste in the Red Bin will be collected from the kerbside adjacent to the school weekly.

- Schools will be provided one green bin per rateable property and maximum one additional green bin for extra cost for Food and Organic Kitchen Waste, to encourage students good food waste disposal practices. Waste in the green bin will be collected from the kerbside adjacent to the school each fortnight.

3.1.5. Multi-unit dwellings

Owners of units in multi-dwelling complexes are eligible for the same services as the Residential Service Eligible Property (see section 3.1.1 above).

However, the property owner may agree with the Council that Mobile Bins will be shared by the occupiers of units in multi-dwelling complexes because of space limitations. Any sharing arrangements for Mobile Bins must meet waste collection standards to the satisfaction of Council.

Sharing arrangements for Mobile Bins may be varied, subject to the approval of both the Council and the property owner.

3.2. Special Collection Areas

Residential properties in a Special Collection Area can dispose of Municipal Solid Waste in front lift bins at designated locations. These bins will be emptied weekly.

4. Council ownership of Mobile Bins

The Mobiles Bins are the property of Council and must remain at the Service Eligible Property to which the Mobile Bins have been allocated, even if a change of occupancy or ownership of the Service Eligible Property occurs.

A register of Mobile Bins and the Service Eligible Properties to which they have been allocated will be maintained by Council.

5. Kerbside Collection Services

5.1. New Kerbside Collection Services

Occupiers of Service Eligible Properties without Mobile Bins may apply to the Council for the commencement of a Kerbside Collection Service. The online application can be found on Council's website <https://www.whylla.sa.gov.au/services/waste-and-recycling/kerbside-collection>.

5.2. Additional Kerbside Collection Services

Occupiers of Service Eligible Properties may apply for additional Mobile Bins.

Additional Mobile Bins will only be approved by the Council in exceptional circumstances. Any application for an additional service must include reasonable

evidence to justify the approval of the additional service. (Note: The cost for a commercial service is not an exceptional circumstance). Approval of any additional service will be made on a case-by-case basis.

The owner of a Service Eligible Property will be charged a fee for each additional Mobile Bin allocated to the Service Eligible Property. Rates can be view on the Council website. Upon commencement of the additional Kerbside Collection Service, the applicable charge will be applied to the next rates notice for the Service Eligible Property.

For approved additional services, a sticker will be affixed to the additional Mobile Bin stating that it is an approved additional service.

If Mobile Bins are presented for collection in excess of the number allowed for the Service Eligible Property, without an appropriate sticker:

- the excess Mobile Bins will not be collected; and
- a letter may be issued to the occupier stating why the Mobile Bin was not collected with an explanation of the process for applying for additional Kerbside Collection Services.

5.3. Kerbside Collection Service cancellation

5.3.1. Cancellation by occupier

Occupiers of Service Eligible Properties may apply for the cancellation of a Kerbside Collection Service and any refund of the annual service charge will be adjusted on the next rates notice. All kerbside bins will be removed. The occupier of the property will need to ensure there are appropriate alternative arrangements for the disposal of waste and will be responsible for the costs of these arrangements.

5.3.2. Cancellation by Council

The Council may remove Mobile Bins or cancel Kerbside Collection Services to a Service Eligible Property, if the occupier of the property repeatedly breaches the requirements of this policy.

The Council will provide written notification to the occupier and the owner of a Service Eligible Property prior to the removal of Mobile Bins or the cancellation of a Kerbside Collection Service, providing an opportunity for the occupier and the owner to make a submission to the Council. After consideration of any submission made by the occupier, the Council will determine whether or not to remove Mobile Bins or cancel Kerbside Collection Services to the Service Eligible Property and notify the occupier of the Council's decision in writing.

6. Damaged or missing Mobile Bins

Occupiers of Service Eligible Properties can apply for the repair or replacement of Mobile Bins. Mobile Bins will be repaired or replaced by the Council in the circumstances described below.

6.1. Damaged Mobile Bins

Damaged Mobile Bins will be repaired or replaced by Council only if it can be reasonably demonstrated by the occupier of the relevant Service Eligible Property that the damage was not the fault of the occupier (taking into account that all Mobile Bins have a limited life, and their condition will progressively deteriorate with normal use).

Replacement of an intentionally damaged Mobile Bin will be charged to the owner of the relevant Service Eligible Property at the cost of the Mobile Bin and its delivery, plus 10%. An application may be submitted to the Council requesting that the replacement charge, or a portion of the charge, be waived providing evidence detailing any special circumstances justifying the waiver. A decision to waive a charge or portion of a charge is at the absolute discretion of the Council.

6.2. Missing Mobile Bins

If a Mobile Bin is missing or stolen, the Council will replace the Mobile Bin at no cost provided that the occupier of the Service Eligible Property has made reasonable attempts to locate the missing Mobile Bin.

7. Responsibilities of occupiers of Service Eligible Properties

7.1. General responsibilities

Occupiers of Service Eligible Properties are required to follow the procedures set by the Council for the kerbside collection of Mobile Bins. These procedures are:

- a. ensuring that only appropriate items and materials are placed in each type of Mobile Bin (see section 7.2 below);
- b. ensuring the Mobile Bin is presented on the correct day and time for collection (see section 7.3 below);
- c. ensuring that the Mobile Bin is placed correctly for collection (see section 7.4 below);
- d. keeping Mobile Bins in a secure location to prevent them from being stolen or tampered with;
- e. not using a Mobile Bin for any use other than its intended use; and
- f. notifying any issues with Mobile Bins being damaged, lost, stolen as directed by the Council.

7.2. Collectable waste

Occupiers of Service Eligible Properties must:

- not place prohibited items in any Mobile Bin (see **Appendix 2**); and
- only place the appropriate type of waste in each type of Mobile Bin (see **Appendices 3 and 4**).

7.3. Collection time

Kerbside Collection Services will operate Monday to Friday between the hours of 7am to 7pm. Mobile Bins not placed out before 7am on the scheduled day of collection may not be collected until the following scheduled collection day. NOTE: As per Council By-Law 3 Roads 7.11.3 Waste Containerswhich states that a waste container put on the road for collection must be removed from the road before 11.59pm on the date of collection.

The Council may approve changes to the times of collection in special circumstances including, but not limited to, changes in waste facility opening hours, disruption due to emergencies, collection on main roads or in areas where traffic or other activities may restrict access to Mobile Bins. Any changes or disruptions to normal servicing will be communicated to occupiers of Service Eligible Properties via Facebook, the Council website and My Local Services app.

7.4. Collection point

All Mobile Bins are to be placed:

- within one metre of the kerbside (or designated collection area);
- with the lid opening facing the roadway;
- at the front of the relevant Service Eligible Property (or alternative designated collection area approved by the Council);
- with a minimum of 1 metre between Mobile Bins; and
- at least 1 metre from parked vehicles.

Mobile Bins should not be overfilled and always have their lid closed at the collection point.

Occupiers of Service Eligible Properties are encouraged to write the property address on the front of the Mobile Bins allocated to the property to reduce the risk of theft and allow easy identification.

8. Accessibility

Where the collection vehicle is unable to access Mobile Bins on the kerbside adjacent to a Service Eligible Property, the Council will attempt to determine a suitable location for the Kerbside Waste Service for that property in consultation with the occupier.

Should a suitable arrangement not be determined, then Council may exclude the property from the Kerbside Collection Service. A property excluded from the Kerbside Collection Service will not be required to pay the annual service charge. However, the occupier of an excluded property will need to ensure there are appropriate alternative

arrangements for the disposal of waste and will be responsible for the costs of these arrangements.

9. Refusal of Kerbside Collection Service

A Kerbside Collection Service may be refused to an Eligible Service Property in the circumstances listed below.

- Prohibited materials are placed into the Mobile Bin. (See list of prohibited materials in **Appendix 2**).
- Contamination is observed in the Yellow Bin or Green Bin, the Contractor may refuse to pick up the Mobile Bin. (See list of allowable items for Yellow Bins in **Appendix 3** and for Green Bins in **Appendix 4**).
- The Mobile Bin exceeds 70kg in weight.
- A Mobile Bin in excess of the number of Mobile Bins allocated to the Service Eligible Property has been placed out for collection.
- A non-approved bin is placed on the kerbside for the Kerbside Collection Service.
- The incorrect Mobile Bin (according to the published collection schedule) is presented for collection.
- The Mobile Bin is presented in a location where it would be unsafe for the collection vehicle to access or empty.
- The Mobile Bin is presented in a location that is unrelated to the Service Eligible Property to which the Mobile Bin is registered.

In each of these circumstances, the occupier of the Service Eligible Property will be notified of the reason for non-collection by a sticker attached to the Mobile Bin or non-approved bin.

If the occupant of the Service Eligible Property rectifies the problem and provides notice as required by the Council within 24 hours of the scheduled collection, then the waste from the Mobile Bin will be collected within two weekdays at no additional charge (subject to compliance with this policy).

10. Missed Services

An occupier of the Service Eligible Property may report a missed Kerbside Collection Service as required by the Council. An missed collection notified within 24 hours of the schedule collection will be collected within 24 hours of notification (subject to compliance with this policy).

11. Fees and charges

11.1. Annual service charge

The Council will apply an annual service charge levied in accordance with section 155 of the Local Government Act to:

- all Service Eligible Properties for the Kerbside Collection Services; and
- residential properties within a Special Collection Area,

for the waste collection services specified in section 3 of this policy. The owner of a property is responsible for the payment of the annual service charge.

Where Council-owned properties are provided with a waste collection service, the occupier is required to pay the annual service charge in accordance with the relevant lease, licence or other applicable contract between the Council and the occupier.

11.2. Other fees and charges under this policy

Fees and charges for other goods and services provided by the Council under this policy will be levied in accordance with section 188 of the Local Government Act.

12. Events

Council-run events will be supplied and serviced with Mobile Bins.

Privately-run events in the Council area can be supplied Mobile Bins through the special event application process. An application can be found [here](#). Fees will apply to this service.

13. Public Litter Bins

Public litter bins are serviced by the Council. Where these bins are located outside a business premises, the business must not use these bins for their own waste disposal. This does not include public litter bins on private property such as shopping centre carparks and fast foot outlet bins.

14. Hard Waste Collection Service

Occupiers of Residential properties are eligible for one free hard waste collection (6x4 trailer load) per year. A list of allowable and non-allowable items is in **Appendix 5**. Please refer the website for details [Allowable items Hard Waste Collection Service](#).

15. Legislation

The statutory functions and powers of councils with respect to waste services are set out in the *Local Government Act 1999*, the *South Australian Public Health Act 2011* and the *Environment Protection (Waste to Resources) Policy 2010 (SA)* and *Council By-Law 3 - Roads - 7.11 Waste Containers*.

16. Authority

Authorised by Council on 15 August 2022.

APPENDICES

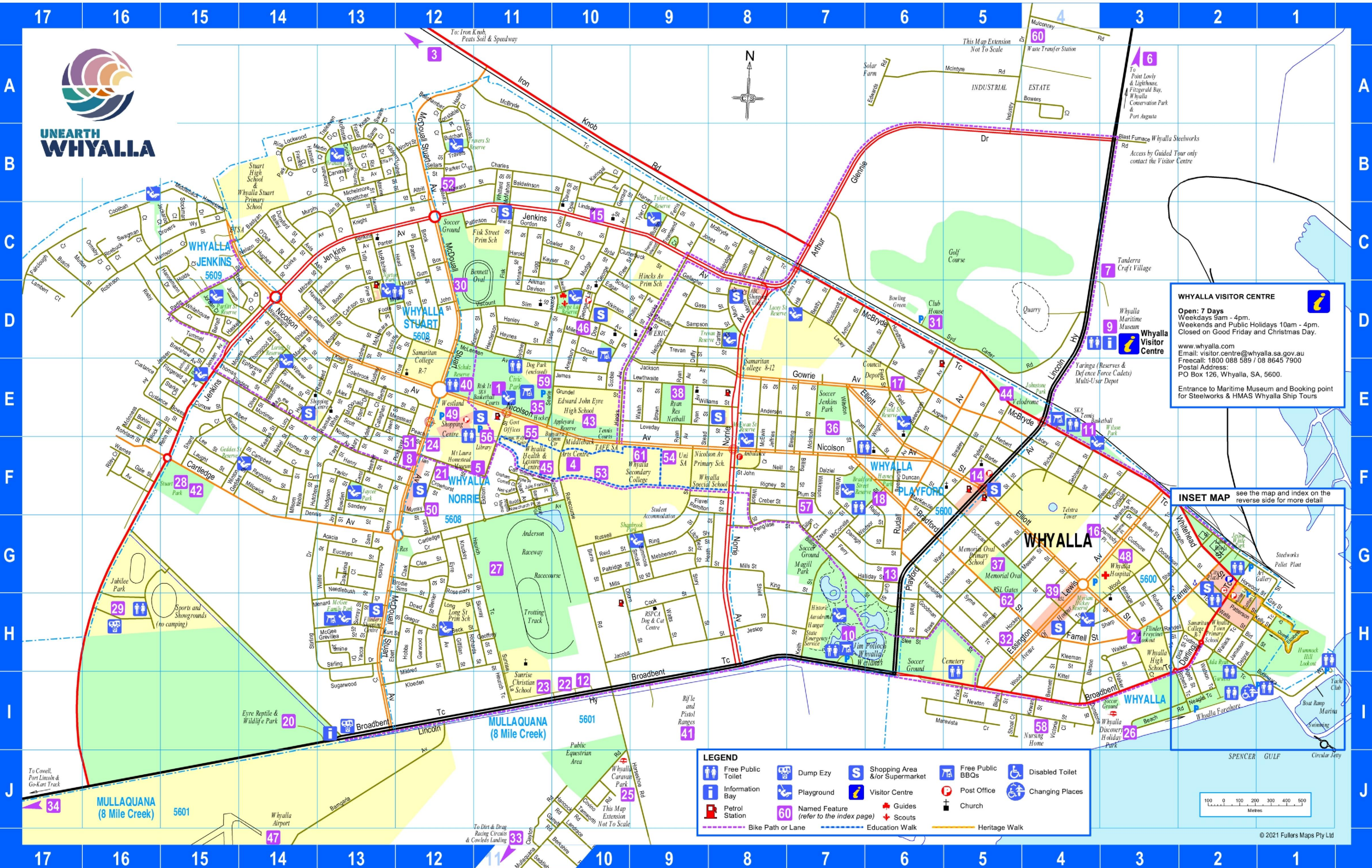
Appendix 1 – Designated Collection Area (attach map of Whyalla)

Appendix 2 – [Prohibited materials](#)

Appendix 3 – [Allowable items Yellow Bin](#)

Appendix 4 – [Allowable items Green Bin](#)

Appendix 5 – [Allowable items Hard Waste Collection Service](#)



WHYALLA VISITOR CENTRE

Open: 7 Days
 Weekdays 9am - 4pm.
 Weekends and Public Holidays 10am - 4pm.
 Closed on Good Friday and Christmas Day.

www.whyalla.com
 Email: visitor_centre@whyalla.sa.gov.au
 Freecall: 1800 088 589 / 08 8645 7900
 Postal Address:
 PO Box 126, Whyalla, SA, 5600.

Entrance to Maritime Museum and Booking point for Steelworks & HMAS Whyalla Ship Tours

INSET MAP see the map and index on the reverse side for more detail

LEGEND

| | | | | |
|--------------------|---|--------------------------------|------------------|-----------------|
| Free Public Toilet | Dump Ezy | Shopping Area &/or Supermarket | Free Public BBQs | Disabled Toilet |
| Information Bay | Playground | Visitor Centre | Post Office | Changing Places |
| Petrol Station | Named Feature (refer to the index page) | Guides | Church | |
| Bike Path or Lane | Education Walk | Scouts | Heritage Walk | |

WHYALLA STREET MAP INDEX

SUBURB ABBREVIATIONS W - Whyalla P - Whyalla Playford N - Whyalla Norrie S - Whyalla Stuart J - Whyalla Jenkins M - Mullaquana

Table listing street names and their corresponding suburb abbreviations (W, P, N, S, J, M).

The Whyalla Street Map

(© Copyright, Whyalla City Council.)

All material was believed correct at the time of publication. Every care has been taken, however no responsibility is accepted for errors. Public toilet hours are a guide only and may change without notice.

PUBLIC TOILETS

Ada Ryan Gardens 7 days, 8am-9pm - I2



Bradford Reserve 8am-sunset - F7



Catholic Parish 7 days, 24 hours - F6



Cemetery 8.30am-Sunset - I5



City Plaza 7 days 8am-9pm - H2



Civic Park Weekdays 7am-3pm Weekends Closed - E11



Coles same hours as supermarket - E12



Foreshore - Near Playground Open Hours 7am - 9pm - I2 Changing Places - 24 hr key



Foreshore - Marina 7 days 7am-9pm - I1



Foreshore - next to Yacht Club 7 days 6am - Sunset - H1



Jessop White Park 7 days 8am-9pm - G2



Jim Pollock Wetlands 7 days 8am-6.30pm (winter), 8am-9pm (daylight savings) - H7



Jubilee Park Showgrounds By request only - H16



Norton Park 7 days 9am - 6pm - D13



Schulz Reserve, Civic Park 7 days 6am - Sunset - E12



Westland Shopping Centre 7 days same hours as Woolworths - E12



Whyalla Visitor Centre 7 days 7am-9pm - D4



Wilson Park 7 days, 24 hours - E4



WHYALLA MAP ATTRACTIONS & SERVICES INDEX

TOURIST ATTRACTIONS

Table listing tourist attractions and their locations (e.g., Civic Park, Eyre Reptile & Wildlife Park).

ACCOMODATION

Table listing accommodation options (e.g., Airport Whyalla Motel, Alexander Motor Inn).

RECREATION & SPORT

Table listing recreation and sports facilities (e.g., Anderson Raceway, Baseball, Basketball Stadium).

OTHER SERVICES

Table listing other services (e.g., Airport, Hospital, Post Office).

SHOPPING & SUPERMARKETS

WHYALLA'S TWO LARGEST SHOPPING AREAS:

Westlands Shopping Centre, Inc's Woolworths, Coles, K-Mart & Cheap as Chips, City Plaza.

AREAS WITH VARIOUS SUPERMARKETS & SHOPS:

Foodland, Foodland, Woolworths, Harris Searfe.

OTHER SHOPPING AREAS:

ABC Village, Jenkins Avenue, Playford Avenue, Williams St, McDouall Stuart Ave.

MAP INSET

with INDEX BELOW



Scale: 100 0 100 200 300 400 500 Metres

SPENCER GULF

MAP INSET (above) - INDEX

Table mapping letters A-W to specific locations on the map inset.

TOURIST ATTRACTIONS

Table listing tourist attractions with map inset letters.

ACCOMMODATION

Table listing accommodation with map inset letters.

ENTERTAINMENT, RECREATION & SPORT

Table listing entertainment, recreation & sport with map inset letters.

OTHER SERVICES

Table listing other services with map inset letters.

